



Telecommunications Bulletin

Customer Service Center (CSC)

Volume: CSC 12-15
March 15, 2012

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CONFERRING SERVICES: BIG CHANGES ON THE HORIZON

In recent months, hackers have invaded networks at AT&T and other audio conferencing providers. As a result, CMS partnered with our vendor to conduct an extensive investigation. We are now taking additional measures to better secure our conference bridges and allow continued ease of use while enhancing security at both the platform and end user level. This Bulletin addresses important information for our audio and web conferencing users.

- Implementation of additional conferencing security measures including changes in platform based security and increased host awareness of best practices and user responsibilities
- The requirement for all users to create new conference bridges
- Simultaneous migration to a new web conferencing platform
- Billing integrity

While the changes will not guarantee protection against similar instances of hacker fraud in the future, heightened security on the platform features and host awareness will provide additional protections to this service offering.

Increased Platform-Based Security

- Audio and/or web conference participants are not connected until the bridge host enters his/her code.
 - Host may dial *8 to permit the conference to continue after host disconnects.
- All new bridges will block the "host dial-out" feature.
 - Hosts requiring this functionality may request this feature when the bridge is created.
- Participant Passcodes and Host Codes will be system generated
 - Participant Passcodes will increase to 10 digits in length.
 - Host Code will increase to 6 digits in length.
 - Host will be unable to change the system generated Host Code.
 - Host requiring additional security may request the bridge be created with an additional dial-in Security Code for all participants.
- All audio and web bridges will be terminated after six months of non-usage.

Required Migration to New Audio Conferencing and Web Conferencing Bridges

Please contact your agency's users as quickly as possible to advise that effective **April 15, 2012**, all currently active audio and web conferencing bridges will be terminated. Prior to April 15th *each user must establish a new bridge*. All new bridges will be created under the new audio conferencing and web conferencing platforms. When creating a bridge, the following information is required.

Company Name = State of Illinois
Host's Name
Host's Address
Host's Telephone Number (this should be the host's state telephone number for billing bridge usage)
Host's Email Address

Bridge requirements:

- ✓ Request bridge is established for “reservationless 24 x 7” availability
- ✓ Specify if bridge must accommodate over 125 participants
- ✓ Request ability for the host to dial out during the bridge, only if needed
- ✓ Specify if an additional dial-in Security Code is desired for all callers
 - On a call-by-call basis, host can elect to use or not use added Security Code
- ✓ Advise if host wants to receive “an email participant list” at day’s end identifying the phone numbers of all participants on the bridge
- ✓ Specify if any operator assistance, recording, or other special features are needed such as polling or hosted Q&A (additional charges apply)

As the agency Telecommunications Coordinator, you may wish to retain tighter control and be responsible for setting up all conference bridges for your agency users. In that event, you should not provide the AT&T toll free reservation number or reservation web address to individual users. For security reasons, the AT&T reservation number should never be published on websites or broadcast agency-wide. All Telecom Coordinators should be familiar with the reservation process; however, if you need the existing toll free reservation number, or the NEW company ID and password for on-line registration, you may contact:

Nancy Diefenback
217-782-9509
nancy.diefenback@illinois.gov

or

Vernon Burchett
217-785-9033
vernon.burchett@illinois.gov

AT&T will send a confirmation email to each host identifying the dial-in toll free bridge number and a non toll free dial-in number. (The host determines which dial-in method to use.) The email will also contain the assigned Participant Passcode, Host Code, and the automatically assigned web conferencing URL that is unique to each host. There is no charge for set-up of this web conferencing bridge under the new AT&T Connect platform and the host may elect whether or not to use web-connect functionality in conjunction with an audio bridge. If desired, hosts may use a provided link to participate in free on-line AT&T Connect orientation that will highlight features and provide user training.

Billing Integrity

It is important for agency Telecommunications Coordinators to review telecommunications billing on a monthly basis to validate appropriate audio and web conferencing usage. CMS does NOT recommend that individuals “share” a bridge. There is no charge for opening a bridge – billing is based strictly on host and participant usage; therefore for added security, each user should obtain his/her own conference bridge. Also, to retain billing integrity, it is important to **cancel a bridge when an employee leaves the agency**...i.e. the bridge should not be passed along to another agency user since the AT&T database will reflect the previous host’s name and the subsequent usage will be billed to an incorrect phone number.

Host Awareness, Responsibility, and Best Practices

At the time a bridge is established, hosts may request a document identifying tips on effective use of conference bridges and a complete list of host-dialed feature options. Hosts are responsible for monitoring an active bridge using a combination of quick touch tone phone features and on-line tools. These tools will allow the host to identify all participants, “lock the call” to block additional participants, and disconnect unwanted participants. CMS wants to ensure **all** users are following best practices. Please find the attached guidelines for distribution to your end users.



Audio Conferencing

“Host Best Practices”

- Hosts do NOT need a conference bridge for connecting up to 5 additional participants. A conferencing feature is available in Springfield, Chicago, and Carbondale Centrex systems. Station-Dialed 6-Part Conference Calling is available in these areas and there is no cost other than any local or long distance toll charges. User instructions for station-dialed conferencing are attached.
- Never disclose a host number to ANYONE
- Never share a bridge – each user should have his/her own bridge assigned
- Always cancel a bridge when a user leaves the agency - never re-assign to a new user
(Bridge use should never be billed to an absent host whose phone number was disconnected.)
- Use *5 at any time to hear the number of participants on the call – do a roll call
 - ✓ Immediately terminate the call if participant number does not match invite list
- Use *4 to lock a bridge (prevents all join attempts by additional participants)
 - ✓ If additional participants should join the call,
 - Host can dial *4 to unlock the call
 - Additional participants may dial-in, then
 - Host can dial *4 again to re-lock the bridge
- Call monitoring and management is available - hosts may watch real-time bridge activity
 - Note: Web conferencing charges apply**
 - ✓ Log on to:
 - <https://www.teleconference.att.com/servlet/acmlite>
 - Enter dial-in bridge number
 - Enter Access Code – press continue
 - Enter Host Code
 - Screen launches to identify incoming phone numbers of all participants
 - Host can ask participants to identify themselves
 - Host can disconnect un-wanted participants
- Dial *6 to mute and un-mute
- Ask participants to mute their phones to reduce excess noise – or use the *6 feature to mute
- Send agenda to participants in advance – stick to the topics at hand
- Spell out unusual names and terms, and repeat numbers and statistics
- Participants in a conference room should be seated near the microphone
- Summarize next steps, deadlines, and future action items



Keeping You Connected

Centrex:
***“Station-Dialed 6-Part
Conference Calling”***

Available: Springfield, Chicago & Collinsville

Avoid audioconferencing service costs to connect 5 (or fewer) additional participants

In Springfield, Collinsville or Chicago/Franklin Centrex (793 or 814) hosts should use the **Station Dialed Conference Calling** option from their analog or p-phone telephones to connect up to five additional land or cell phones and pay only the applicable toll charge (approximately \$0.03 per minute) for each participant.

Station Dialed Conference Calling instructions:

1. Wait for a dial tone
2. Dial the first participant
3. Greet the person on the line
4. Press the “link” or “transfer” or switch hook, depending upon your phone
5. Dial 150 - - you and the first participant will be connected to the conference
6. Press “link” or “transfer” or switch hook, depending upon your phone
7. Wait for a dial tone
8. Dial the second participant
9. Greet the person on the phone
10. Press the “link” or “transfer” or switch hook, depending upon your phone
11. Dial 150 - - you and the first and second participants will be connected to the conference
12. Press the “link” or “transfer” or switch hook, depending upon your phone
13. Wait for a dial tone
14. Dial the third participant
15. Greet the person on the line
16. Press the “link” or “transfer” or switch hook, depending upon your phone
17. Dial 150 – you and your three participants will now be connected to the conference.
18. Continue the above steps for the final two participants

*Note: If you get a busy signal, no answer, or wrong number, depress switchhook, “link” or “transfer”, listen for recall dial tone, dial Conference Call Access Code **150** to be reconnected to the rest of the participants or dial the number of the new participant.*



Welcome to AT&T TeleConference Services

It's Never Been Easier
to Call a Meeting.

Get Everyone Into the Same Room... Even When They Are Not in the Same Room!

In a business climate that is more competitive than ever, AT&T TeleConference Services gives you a big advantage: the ability to call a meeting quickly and easily... whenever and **wherever** you need to. From brainstorming sessions to new product announcements, AT&T TeleConference Services can help you get **more** done in **less** time.

Please take a moment to review the following information.

Note from BCCS: Your Agency Telecommunications Coordinator will setup your conference bridge or will provide you with the toll free number to call to establish your bridge.

AT&T TeleConference Services – Touch-Tone Commands

RESERVATIONLESS

Access Menu Options	*#
Exit Menu Options	#
Specialist Assist On/Off	*0
Dial Out to Participant	*1
Begin/End Conference Record	*2
Entry/Exit Options	*3
Conference Lock On/Off	*4
Participant Count	*5
Mute On/Off	*6
More Commands & Host Options	*7
Conference Continuation w/o Host (current call)	*8
Participant List	*9

More Commands & Host Options

Broadcast Mode On/Off	1
Question & Answer	2
Voting & Polling	3
Return to Conference	#

RESERVATION-BASED

Access Menu Options	#0
Specialist Assist	0
Mute On/Off	1
Participant Count	2
Entry/Exit Tones On/Off	3
Host-Led Q&A	4
Dial Out to Participant	6
Broadcast Mode On/Off	7
Access Secondary Options	8
Specialist Assist	0
Conference Lock On/Off	1
Return to Previous Menu	7
Replay Current Menu Options	9

Your AT&T TeleConference Services Options

To meet your unique teleconferencing needs, AT&T offers a variety of call types and features.

AT&T Reservationless Service

AT&T Reservationless Service from AT&T TeleConference Services lets you hold conference calls anytime – day or night – **without making a reservation!** Call the AT&T TeleConference Customer Care Center to register today and get your own dedicated dial-in numbers and access codes. When you need to have a conference call, just provide the date, time, dial-in number, and access code to your participants. AT&T will give you a personalized wallet card with your dedicated dial-in information.

To record your Reservationless conference call, press *2 on your telephone keypad to begin recording. To order a copy of the recording, go to: <https://www.teleconference.att.com/conferencerecord> You can request a cassette, CD, transcription, set up a Digitized Replay, and download .WAV and .MP3 file recordings.

Reservationless Operator-Assisted Dial-In

An AT&T Specialist will greet participants when they dial in to the conference bridge.

For additional security, the AT&T Specialist can request information from each participant prior to adding him or her to your call. This may include name, location, participant telephone number, and password.

The host can also request a participant list during the conference call by using the touch-tone prompt to immediately reach an AT&T Specialist or calling the AT&T TeleConference Customer Care Center after the conference call. (Participant lists are available for 30 days after the conference call.)

Reservationless Operator-Assisted Dial-In is available for conference calls with up to 50 participants. For larger conference calls requiring Operator Assistance, please call the AT&T TeleConference Customer Care Center to make a reservation.

Participant List Reporting: An AT&T Specialist will collect participant information at the beginning of each call and fax or email this information to the host.

Your Calling Options for Reserved Calls

AT&T offers the assistance and services you need for successful Reservation-Based calls.

State of Illinois



AT&T Dial-In Audio Conferencing

An AT&T Dial-In Audio Conference (or meet me call) enables participants to join the conference from virtually any telephone in the world – including hotel phones and public pay phones – perfect for hard-to-reach people on the go!

Toll-Free Dial-In

Participants use a toll-free number to join the call. The host pays all transport, bridge, and setup charges.

Caller-Paid Dial-In

Participants use a 10-digit number to join the call and are charged for the transport between their locations and the bridge. The host pays all bridge and setup charges.

Operator-Assisted Dial-In

Operator-Assisted Dial-In is available in both the Caller-Paid and Toll-Free options. This call type offers a personal customer service touch and security features for your conference calls.

The following specialized features are available to you:

Solicitation and Enforcement Instructions: An AT&T Specialist will ask for certain information from participants before adding them to the call.

Password Screening: Allows the host to specify a password that each participant must provide before joining the conference call.

Participant List Screening: Allows the host to specify a list of participants who may dial in to the call.

Arrival Introductions: An AT&T Specialist will introduce each conference call participant.

Participant List Reporting: An AT&T Specialist will collect participant information at the beginning of each call and fax or email this information to the host.

AT&T Operator-Dialed Audio Conferencing

Just give us a list of your conference call participants, and an AT&T Specialist will call them prior to the start of your call.

Innovative Service Features

You can also choose from a wide range of features that make teleconferencing an indispensable way of doing business. Ask for more information when you set up your next call.

Conference Continuation Without Host

You, as host, can allow a conference call to continue after you disconnect via a touch-tone prompt.

Reserved Recording

Provides a recording of your audio conference on audiocassette or CD.

Transcription

Provides written documentation of your audio conference.

Digitized Replay

In this fast-paced world, it can be difficult to get everyone together for a single conference call. That is why there is Digitized Replay. The Digitized Replay feature digitally records a conference call, so participants who missed the meeting will not be left out of the loop. Digitized Replay is also useful for clarifying notes and confirming what was discussed.

To use, simply request this feature when you make your reservation.

Auto Expansion

At time of reservation, the host can request auto port expansion. This feature allows the flexibility to add additional participants onto the conference call without a specialist interrupting the call.

AT&T Conference Monitor

With AT&T Conference Monitor, you – as the host – can control your conference calls via the Internet. The Conference Monitor empowers you to monitor your calls based on your needs without the intervention of an AT&T Specialist. Go to: <https://www.att.com/teleconferencecenter>

AT&T Internet Reservations

Use our Internet Reservation System to create one-time, recurring, and on-demand dial-in reservations. As an added benefit, you can email dial-in information to each participant in seconds!

To use, go to: <https://www.teleconference.att.com/rev>

After your reservation has been confirmed, simply enter the email address of each participant and send the invite.

To access the system for the first time, you must enter the following company ID and password:

Company ID: Note from BCCS: Your Agency Telecommunications
Password: Coordinator will setup your conference bridge or will provide you the Company ID and Password.

AT&T Optional Services

AT&T Web Conferencing Services

AT&T Connect Meeting Service

The AT&T Connect Meeting Service enhances remote conferences by adding the ability to share presentations and enable live collaboration via the Web. Communicate as if you were in the same room with your participants by adding a visual dimension to your meeting without ever having to leave your office. AT&T Connect combines Web Conferencing with Audio Conferencing to enable participants to see, share, and update documents of all kinds in real-time providing closer collaboration with colleagues, partners, customers, and suppliers.

For additional information on AT&T Connect, visit:
www.uc.att.com/support

AT&T Executive TeleConference Services Options

As an AT&T Executive TeleConference Services customer, you can take advantage of exclusive features, such as Participant Screening, Professional Moderator, Facsimile Service, and more! Use them to put your best foot forward for high-level conference calls like these:

- Investor Reporting
- Employee Broadcasts
- Press Announcements
- Executive Conferences

And because image is everything during such critical calls, AT&T offers Custom Messaging On Hold as an alternative to traditional music on hold. So you can create a positive, informative atmosphere – even before the conference call begins!

Make the Most of Every Conference Call With These Simple Tips!

Before the Call:

- Do not publish in documents, Web sites, or emails your host code or host password. For security purposes, please keep these numbers safe.
- Prepare an agenda, so you will have a productive meeting.
- Advise participants of the date, time, dial-in information, and planned duration.
- Let participants know that you will start the call promptly.
- Provide all materials to participants prior to the call.

During the Call:

- Do a roll call.
- Seat key participants near the speakerphone.
- Ask participants to speak naturally, identify themselves while speaking, and pause for others to comment.
- Direct questions/comments to specific individuals or locations.
- Encourage participation and stimulate discussion.
- Spell out unusual terms, names, and numbers.
- Mute speakerphones when not in use. If a mute button is not available on your phone, use the touch-tone features on your keypad.
- Avoid putting phones on hold. Hold music could disrupt your conference.
- Summarize next steps, deadlines, and action items clearly.
- Choose a date and time for your next conference call while everyone is still on the line.

After the Call:

- Follow up on key decisions and action items.
- If not using AT&T Reservationless Service, reserve your next conference call!

For AT&T Training and Account Support, contact your AT&T Representative:

<http://www.att.com/virtualmeetings>